

JOB VACANCY NOTICE

Unpaid Information Technology Intern (Spring Semester)

*Apply Via Mail/Hand Delivery: Texas Water Development Board
Stephen F. Austin Building, 1700 North Congress Ave., Room 670,
Austin, Texas 78701 or via facsimile (512) 463-7644. Refer to
Human Resources (512) 475-2142 Equal Opportunity Employer*

Job Description

Performs entry-level computer systems support work. Work involves providing customer support for agency information technology systems and operating automated office equipment in a stand-alone, network, or mainframe environment. Install, configure, troubleshoot and maintain client hardware and software. Identify, research and resolve technical issues ensuring a timely resolution through documentation, tracking and monitoring. Provide good customer service and effectively communicate in person, on the phone and in writing. Works under close supervision, with minimal latitude for the use of initiative and independent judgment.

Essential Job Functions

- Provides customer service and answers user inquiries regarding computer software, hardware operation, and the use and interface of systems and software applications.
- Provides operational assistance in the implementation and utilization of data processing hardware or software.
- Installs, maintains, and performs minor repairs to hardware, software, or information resources equipment.
- Maintains records of daily data communication transactions, problems, remedial actions taken, and installation activities.
- Maintains appropriate security controls over software.
- Assists in setting up equipment for employee use and performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Assists in troubleshooting and resolving computer-related problems.
- Assists in the update of personal computer and mainframe application programs.
- Completes special projects as requested by and under the direct supervision of the Help Desk staff, Systems Security & Infrastructure Manager or IT Director.

Minimum Qualifications

Must be enrolled full time at an accredited college or university during the current spring semester. Must have a minimum academic grade point average of 2.0. Experience in computer systems support work.

Knowledge, Skills, and Abilities

- Knowledge of the practices, principles, and techniques of computer operations; of information systems; of computer software and hardware; and of information security policies and procedures.
- Skill in the use and support of personal computers, in the use of applicable programs and systems, and in troubleshooting information systems.
- Ability to operate information technology systems and to communicate effectively.
- Ability to prioritize deadlines.
- Ability to multi-task and manage multiple projects.
- Ability to work and collaborate with others in multi-disciplinary teams.
- Ability to work within the hours of 8:00 A.M. to 5:00 P.M., Monday through Friday.

Female and minority applicants are encouraged to apply.

Males born on or after January 1, 1960, will be required to present proof of Selective Service registration on the first day of employment or proof of exemption from Selective Service registration requirement. All offers of employment are contingent upon the candidate having legal authorization to work in the United States. Failure to present such authorization within the time specified by the U.S. Department of Labor will result in the offer being rescinded. Candidates must be eligible to work in the United States without requiring sponsorship. Only applicants interviewed will be notified of their selection or non-selection. Resumes will not be accepted in place of a completed State of Texas application unless indicated.

HR-002

Revised 11/10/14



The Texas Water Development Board does not discriminate on basis of race, color, national origin, sex, religion, age, or disability in employment or provision of services, programs, or activities. www.twdb.texas.gov/jobs

Division: Operations and Administration/ Information Technology
Number of Positions: 1

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Remarks

Copy of required academic transcripts must be submitted at the time of interview, if selected for interview.
Failure to provide required documentation will result in no further consideration.

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